GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:4004
ANSWERED ON:10.08.2017
Facilities to Differently Abled Persons at Airports
Danve Shri Raosaheb Patil

Will the Minister of CIVIL AVIATION be pleased to state:

(a): whether incidents of mistreatment of differently abled persons have been reported in airports and flights across the country particularly in Delhi and Mumbai;

(b): if so, the details thereof and the response of the Government thereto;

(c): whether the Government proposes to implement a new policy/programme to provide better facilities to the differently abled persons at airports; and

(d): if so, the details thereof?

Answer

The Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a) & (b): In the current year (upto June, 2017), IndiGo Airline received 13 disability related complaints. Jet airline also received 3 such complaints during this period. During the same time period, Delhi & Bengaluru Airports have received 3 complaints each. Dehradun & Chennai Airports have also received 1 such complaints each during this period. However no disability related complaint has been received at Mumbai Airport. Airports Authority of India (AAI) has taken up the matters with the concerned airport operators and airlines operators and cautioned the concerned staff to be more polite and courteous to the differently abled passengers. ;
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Further, as per prevailing regulation, airline and airport operators are required to appoint a nodal officer and appellate authority to settle the grievances in a stipulated time frame. The details of nodal officer and appellate authority are displayed on their respective website by the airline and airport operators. If the concerned operator fails to fulfill their obligations, the person with disability or reduced mobility may complain to the statutory authorities set up under relevant applicable laws in the concerned State.

(c) & (d): Directorate General of Civil Aviation (DGCA) has already issued Civil Aviation Requirements (CAR) Section 3 - Air Transport Series "M" part -I titled "Carriage by Air - Persons with Disability and /or Persons with Reduced Mobility". This CAR lays down regulations for carriage of persons with disabilities and reduced mobility by air in order to protect them against any form of discrimination and to ensure that they receive all possible assistance during their travel. The facilities like lift, ramps, toilets, wheel chairs etc. are provided at AAI managed airports to the persons with disability so as to ensure dignified treatment during their air travel.;